Challenging Role in Library Technical Services

Lyn Wailes has recently been appointed Manager, Technical Services in the Library. This position is responsible for managing the bookvote, co-ordinating the selection and funding of databases and other electronic services and ensuring the effective operation of acquisitions, cataloguing, serials, interlibrary loan and document delivery.

Lyn comments on her new and challenging role

One of the major challenges of my new role is to manage the provision of quality information sources within an environment of decreasing financial resources. Whilst this challenge has no easy solution, the interplay of new technologies, increasing publishing costs and a highly competitive supplier market provides a great opportunity to explore and implement innovative ways of delivering services to our clients. Developing new ways of working has always been an area of interest for me and will be part of my focus during the next twelve months.

I am looking forward particularly, to working collaboratively with academic staff on making the best use of the bookvote and the selection of information sources. This collaboration, I believe, is critical in ensuring that the research, teaching and learning needs of our clients can be met and more importantly anticipated. Rather than react to change as it occurs I will be endeavouring to continually look forward so that the delivery of products and services occurs proactively.

The University of Wollongong Library has an excellent reputation and although there is much more for me to learn, I hope that my experience and skills can contribute to the continuation of that reputation through the provision of quality information services.
JournalSearch

JournalSearch is a list of journal titles currently subscribed to by the University Library. The journals may be held in print and/or fulltext online format.

**To access JournalSearch:**
Connect to the Library Web site at:
http://www-library.uow.edu.au

Click on JournalSearch.

Enter the name of the journal e.g Journal of Materials Chemistry

Click on Submit Query.

If a journal is available via an online service there will be a link under the Online Service heading. This link will take you to the service. An online service may be a database provider such as ABI or a publisher such as the Royal Society of Chemistry.

If you require assistance with using the service, please contact your faculty librarian or the Information Desk. Academics may wish to include the use of JournalSearch in an Academic Outreach visit (see elsewhere in this newsletter). To access some fulltext services, you will need a login and password. Please contact the Information Desk.

If no online service is indicated, the title is only available in print form.

The information under "Availability" is intended as a guide only, please consult the Library Catalogue record for detailed information of holdings.

**Should I only use JournalSearch when searching for journal titles?**
No.

Check the Library Catalogue as well as JournalSearch to search for journal titles. For example, journals to which we no longer subscribe but for which we have extended print holdings, will appear on the Library Catalogue only.

Serial publications such as newspapers, annual reports, book series etc. are not included in JournalSearch. Please consult the Library Catalogue for information about these publications.

**Locating articles on a topic**
To locate journal articles on a topic, you will need to use a database. Listings of databases are available from the Library’s Web page under the Databases link or ask at the Information Desk for assistance.

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**Email a Librarian for Help**

Have you ever considered how convenient it would be to send us a query online? Well, now it’s possible!

Our new service is designed to assist with brief queries about Library services and collections, with information on accessing electronic resources and guidance on how to begin your search on a specific topic.

To use this service, go to:
http://www-library.uow.edu.au/lnfoServ/lnfoServ/eref.htm

Links are also available from the Library’s Web pages.

Please note that the service operates from Monday to Friday and we aim to respond to your queries promptly. Queries received on Saturday or Sunday will be answered the following Monday.

Popular requests to date show that our clients are keen to enquire about database issues online. At home at midnight, what better way to ask that question about obtaining passwords to a particular database than to send it to us electronically?
ELECTRONIC DATABASES TUTORIAL

An Electronic Databases Tutorial is now available on the Library Web site for the use of students and staff. The tutorial is a self-paced learning alternative to face-to-face classes and workshops, and covers the main concepts and skills associated with using databases. Tutorial modules include: What is a Database?; Journals and Journal Articles; Selecting a Database; Search Strategies; Performing a Search; Printing/Saving/Emailing; Locating References; Using Different Systems; and Access to Databases. A brief quiz, which allows users to review their understanding of the tutorial topics, is also included.

The project has been funded with an ESDF grant and is a collaborative venture of the Library and CEDIR (Centre for Educational Development & Interactive Resources). The Project Team consisted of Craig Littler (Outreach Librarian - Coordinator), Lynne Wright (Manager, Client Services), Catriona McGurk (Reference Librarian) and Ray Stace (CEDIR Educational Consultant). Thanks are also due to Adam Orvad and David Brooks from CEDIR for their technical and design assistance with the project.

Academic staff may wish to include links to the whole or parts of the tutorial in their subject resources, particularly in those subjects which are delivered via the Web. Please inform Craig Littler (x4501) if you plan to do this so that we can monitor the use of the tutorial.

The tutorial is located at: http://www-library.uow.edu.au/edt/index.html

The tutorial can also be accessed via the Databases, Services and Training and What's New links from the Library home page. Your comments and feedback are welcome.

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Postgraduates love their new library space!

A new library facility for postgraduate students became available earlier this session with the opening of a space for study and computer use on the Library's ground floor. The Postgraduate Study (G26) is proving very popular with students wishing to work in groups and to access electronic library resources. The room is available during the Library's opening hours.

**Student Access**
Postgraduate students need to obtain a code from the Information Desk by producing their ID card. The code operates the keypad on the door of the Postgraduate Study.

**Computers in the Postgraduate Room**
An IBM compatible computer with CD ROM drive and a Mac powerbook are available for student use. Applications include recent versions of Office, Netscape Navigator and Adobe Acrobat Reader. Students should report all computer problems to the Information Desk.

**Feedback**
If you are a postgraduate student using this facility, please let us know if you are finding the space useful.

- drop by the Information Desk and talk to staff or
- fill in a Comments, Compliments or Complaints form at the Information Desk or
- email us your comments by going to:
  http://library.uow.edu.au
  and clicking on Send Comments, Compliments or Complaints

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**Academic Outreach – have you had a visit yet?**

Consultations have been conducted with 212 academic staff this year as part of the Academic Outreach program. All faculties are represented in this figure. The Outreach program consists of Faculty Librarians visiting academics at their desktops to assist with access to relevant electronic information. Library staff are finding that academics value the visits and use them as an opportunity to increase awareness of resources in their discipline areas.

Please contact your faculty librarian if you wish to arrange a visit. Otherwise, they will be in touch!